

DISABILITY & AGING RIGHTS



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PUBLIC BENEFITS

Appealing Decisions About Benefits or Insurance

This is an overview of ways to appeal decisions from the Social Security Administration (SSA), the state of Illinois or your health insurance company. The information applies to people with disabilities, including older Americans with physical, cognitive, sensory or mental impairments.

If you receive Social Security benefits, or assistance from the state such as Medicaid, food stamps or cash assistance, you are entitled to file appeals of decisions that affect your eligibility or benefits.

You should receive a letter from either Social Security or the state of Illinois whenever your benefits change. That letter tells you why a decision is being made that affects your benefits and how to appeal if you disagree with the decision. The letter will also tell you the deadline for filing the appeal.

Some reasons your Social Security check may be changed or stopped

If you are receiving SSI, SSDI or early retirement benefits, you may have gone back to work and have earned income. If you are on SSI, you may have gotten married, or divorced, or your living situation or other income changed. These circumstances will affect the amount of your check. You should file an appeal if you disagree with the decision.

If you are receiving SSI, you may have more than \$2,000 in resources

SSA checks bank accounts and other assets once a year to determine the amount of your resources. You should file an appeal if you disagree with the decision.

It is possible that SSA decided you were no longer disabled due to a Continuing Disability Review. You should file an appeal if you disagree with the decision.

For Social Security appeals

You can file an appeal over the phone – **1-800-772-1213; 1-800-325-0778** (TTY) – or in person at the local SSA office, or by mailing an appeal to the address listed in the letter that informed you of the change. Some decisions can also be appealed online at **www.socialsecurity.gov**.



For state benefits, such as Medicaid, food stamps (SNAP), or cash assistance (TANF or AABD)

You can call and file an appeal:

1-800-435-0774, or **1-312-793-2697** (TTY).

You can appeal in writing. The address is:

Bureau of Administrative Hearings,
401 S. Clinton St., 6th Floor, Chicago, IL 60607.

To learn more about the appeals process, please see: Appeals and Fair Hearings for Public Assistance Clients - DHS 377. You can download this information at: www.dhs.state.il.us/OneNetLibrary/27897/documents/Brochures/377.pdf

You can also file a grievance if you feel you were mistreated. To receive a grievance hearing, you or a representative must file a written complaint within 60 days from the day you say you were mistreated. You may file using the Client Grievance Form below:

IL444-2622 - Client Grievance Form (pdf) IL444-2622 S - Formulario Para Quejas del Cliente (pdf). You can download a client grievance form in English at: www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL444-2622.pdf and in Spanish at: www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL444-2622s.pdf

The grievance may be filed in any Family Community Resource Center (FCRC) in the state, even if it is filed against a person who does not work in that office. For the FCRC nearest you, please use the DHS Office Locator: www.dhs.state.il.us/page.aspx?module=12

Health insurance appeals

For health insurance, including Medicare, Medicaid and private health insurance, you can file appeals about decisions on coverage. When you receive an Explanation of Benefits letter from your insurance carrier, it will explain how to appeal. Please read those letters so you know whether you have to file an appeal, and when you have to file it. ■

For more information:

Illinois Public Benefits Hotline: **1-888-893-5327**

Social Security Administration Appeals:
1-800-772-1213 or **1-800-325-0778** (TTY)
www.ssa.gov/disabilityssi/appeal.html

Illinois Appeals and Fair Hearings for Public Assistance Clients Bureau of Administrative Hearings:
401 S. Clinton St., 6th Floor, Chicago, IL 60607
1-800-435-0774 or **1-312-793-2697** (TTY)
www.dhs.state.il.us/page.aspx?item=32119

Illinois Department of Human Services Office Locator:
www.dhs.state.il.us/page.aspx?module=12

Filing a grievance:

Grievance Procedure: **www.dhs.state.il.us/page.aspx?item=44946**

Grievance Form – English: **www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL444-2622.pdf**

Grievance Form – Spanish: **www.dhs.state.il.us/onenetlibrary/12/documents/Forms/IL444-2622s.PDF**



Equip for Equality
20 North Michigan Avenue
Suite 300
Chicago, IL 60602

www.equipforequality.org
1-800-537-2632
1-800-610-2779 (TTY)

Illinois Department on Aging
One Natural Resources Way
Suite 100
Springfield, IL 62702-1271

Senior HelpLine:
1-800-252-8966
1-888-206-1327 (TTY)
www.illinois.gov/aging

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel like you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).